

### **Questions and Answers for the Networx Universal and Enterprise RFPs**

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
540	Both	B.1.3.1.1	The RFP proposed exchange rate determination is not consistent with commercial standards. Would GSA allow bidders to use commercial standards such as Bloomberg?	No. The Bloomberg web site lists rates for 9 currencies in the Americas, 13 in Asia/Pacific, and 17 in Europe/Africa/Middle east, for a total of 39. While these represent the main currencies, the adoption of this standard would leave gaps in coverage and still require an additional procedure.
541	Both	B.1.3.5	The Government reserves the right to procure access from other contract vehicles. However in Sections B.2.2 and B.3, the Government does not provide a CLIN to price either UNI or Port Charges for Voice Services. As an example, the physical access between the end-user and the Carrier POP may be the same for a T1 and a PRI. However the Government understands that the price maybe different as outlined in Table B.3.1-6 with CLINs 760111 and 760112. Since the Carrier is providing the actual port and not the access provider, the carrier needs to have a way to charge for the physical port and the associated D-Channel Features to provide the service. With the current price structure and the language in B.1.3.5, the vendor would need to price the transport at a rate that will cover both the Port on the Carrier's Switch and the actual transport of the call. The offeror recommends that the GSA add UNI / Port Charges for all services, which will allow the vendor to cover port related charges. The offset for the Government would be reduced transport usage charges for all users whether they vehicle or alternative provider.	The Government will not change the pricing structure as requested. Port Charges and port related costs are considered part of transport, and where a service does not have a port charge specified, any port related costs shall be recovered in the transport pricing. This is true for VS and all other network transport services. UNI costs associated with termination of the service at the SDP shall be recovered either through the access charges or SEDs charges as needed. Where Government-provided access is terminated at the contractor's POP, no charges in addition to transport charges are permitted. For example no charges are permitted for POP-associated SEDs at the SDP where the Government-provided access is terminated.
542	Both	B.2.10.6.3.2	Token based management - Price is for total users within band, determined at the beginning of the month. Charging unit is per band not per user within band. Recommend that the charging unit is per user which will result in a more stable rate to track by Government.	In an upcoming amendment, the Government will modify the RFP to change the charging unit for each band to "per user."
543	Both	B.2.14.1.2-2	Will GSA please include an additional CLIN in Table B.2.14.1.2-2 to allow the table to accomodate both low speed Internet, e.g. 1XRTT and higher speed data technologies such as, EDGE, UMTS and future standards?	No. After careful review, the CLIN structure represents the Government requirement.
544	Both	B.2.14.6.1-3	Would GSA please change the charging units to ICB? This would accomodate the complexity and variety of management solutions that could be employed depending upon the custom requirements of the LMR build-out.	No, the per system charging unit correctly reflects the Government's pricing requirement.

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545	Both	B.2.2.1	Will GSA update Table B.2.2.1.4-2 to allow pricing for Pre-Paid Calling Cards in dollar amount increments? This will align technical and pricing requirements, per Section C.2.2.1.2.4, Item 2,7(c2), which states that cards will have fixed dollar amounts.	The Government will change the Description of CLINs 0019004 through 0019008 in Table B.2.2.1.4-3 to be in dollar increments rather than minute increments, as follows: CLIN 0019004: Change "Authorization Codes/Prepaid Calling Card - 500 minutes" to "Authorization Codes/Prepaid Calling Card - \$50" CLIN 0019005: Change "Authorization Codes/Prepaid Calling Card - 1000 minutes" to "Authorization Codes/Prepaid Calling Card - \$100" CLIN 0019006: Change "Authorization Codes/Prepaid Calling Card - 2500 minutes" to "Authorization Codes/Prepaid Calling Card - \$250" CLIN 0019007: Change "Authorization Codes/Prepaid Calling Card - 5000 minutes" to "Authorization Codes/Prepaid Calling Card - \$500" CLIN 0019008: Change "Authorization Codes/Prepaid Calling Card - 10000 minutes" to "Authorization Codes/Prepaid Calling Card - \$1000" The Government will also add in the Notes column the following: "Can be used to make OCONUS and non-domestic calls."
546	Both	B.2.2.1, B.2.2.3	Table B.2.2.3.3-6 The RFP lists instructions for Toll Free Pricing but does not distinguish whether this is for dedicated services or switched services, as it was distinguished for outbound voice in Table 2.2.1.3.-5 on page B-14. We recommend that GSA distinguish if this table is for domestic or switched toll free (inbound) services as it did for outbound voice in Table B.2.2.1.3-5 "VS CONUS Flat Rate Pricing Instructions" on page B-14. Will GSA distinguish between "dedicated" or "switched" for the Toll Free services for this Table?	The Government will amend the RFP so that Table B.2.2.3.3-6 "TFS Domestic Flat Rate Pricing" will distinguish between dedicated and switched access termination by adding extra rows to the table.
547	Both	B.2.3.1	Table B.2.3.1.3-10 The RFP mandates pricing for PVCs based on an nxDS0 and nx1Mbps basis rather than based on a specific speed listed (pricing for 4xDS0 rather than for 256k). In this format the government is implying that the costs for the increments are entirely fixed by DS0 or 1Mbps, and there is no variance cost included in the different speeds. This incorrect assumption will lead to averaging of costs between the different speeds, resulting in subsidies to some customers and the overcharging to others. We recommend that bidders be allowed to propose pricing for PVCs based on a specific speed (such as pricing for a 256k rather than 4xDS0 basis). There are inherent benefits to the Government if bidders are allowed to price based on the actual speed rather than by increments of a fixed DS0 price or DS1 price. Will GSA allow bidders to propose pricing for PVCs based on an actual speed rather than on an NxDS0 and/or NxDS1 basis?	No, the pricing structure correctly reflects the Government's pricing requirements.
548	Universal	B.2.3.2	Table B.2.3.2.3-13 The RFP has a misprint on the "type" in this table, which could confuse bidders. We recommend that the "type" should read "VBRrt" for CLINs 0054629 through 0054636. Will GSA change the "type" from "VBRnt" to "VBRrt" for CLINs 0054629 through 0054636 to avoid any confusion by the bidders?	The Government will amend the "type" in Table B.2.3.2.3-13 from "VBRnt" to "VBRrt" for CLINs 0054629 through 0054636.

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549	Enterprise	B.2.3.2.1	In J.2.1 for the mandatory services, the mandatory speeds are shown as T-3 or less. For optional services in Section B.2.3, B.2.4 and B.2.5 some speeds higher than T-3 are not shown as optional. Please clarify what speeds are mandatory and what speeds are optional.	The requirements for mandatory telecommunications services are limited to T-3 and below. The requirements for optional services are not so limited. If the offeror chooses to bid optional services, they must bid all mandatory tables and mandatory speeds.
550	Both	B.2.4.1	Table B.2.4.1.3.1-4 There seems to be duplicate CLINs under Domestic Port Pricing Instructions – Internet table. Hence, we believe CLIN 0744365 through 0744372 and 0744414 through 0744421 should read "OCONUS" rather than "CONUS." Will GSA clarify whether these CLINs should be for OCONUS?	Yes, the Government will amend the RFP to change "CONUS" to "OCONUS" in the description of the MRC Routine CLINs 0744365 through 0744372 and MRC Critical CLINs 0744414 through 0744421.
551	Both	B.2.4.1	Table B.2.4.1.3.1-4 CLIN 0744339 and 0744388 (Add Internet Service to Intranet/Extranet Service) covers both CONUS and OCONUS locations. We recommend that the government provide separate CLINs for CONUS and OCONUS, which would give contractors the opportunity to offer a different rate for offshore domestic locations. Will GSA agree to provide separate CLINs for CONUS and OCONUS?	Yes, the Government will amend the RFP to provide separate Internet Service CLINs for all CONUS and OCONUS locations/regions.
552	Enterprise	B.2.4.1.3.1-2	This table lists Embedded Cable ports but does not designate them as optional. Are bidders required to bid cable access to provide embedded port prices?	Yes, the offerors are required to list a price for embedded port - cable high speed access service in their IPS price tables. The offerors are not required to offer the service at all of the Networx Enterprise Government SDPs, identified in Section J.2. Instead, the offerors are required to offer the service where commercially available. For clarification purposes, the Government will revise the statement in Section B.2.4.1.2.1 from "The contractor shall offer ISDN, DSL and Cable High-Speed service when commercially available" to "The contractor shall offer ISDN, DSL and Cable High-Speed service where commercially available from the contractor" in an upcoming amendment.
553	Both	B.2.5.1	In Section B.2.5.1.2, there is a paragraph missing. Would the Government please fix this by adding the missing paragraph? On page B-75 There is a reference to Table B.2.5.1.2-3 that indicates that the table is used for non-domestic circuits within a single country. However Table B.2.5.1.2-3 is labeled (and referenced elsewhere) as the table for non-domestic transport prices (Different Country). Believe the reference should be for Table B.2.5.1.2-4 and that the text reference for Table B.2.5.1.2-3 is missing.	Section B.2.5.1.2 will be amended to add the following: "Table B.2.5.1.2-3 provides the formats for pricing information for PLS transport for OCONUS and non-domestic circuits between different countries/jurisdictions. Table B.2.5.1.2-4 provides the formats for PLS transport for OCONUS and non-domestic circuits within a single country/jurisdiction. POPs for intracountry/intrajurisdiction non-domestic circuits shall be assigned to the closest POP (based on distance) within that country/jurisdiction." In addition, the title of Table B.2.5.1.2-3 will be amended to read "PLS OCONUS and Non-Domestic Transport Prices (Different Country/Jurisdiction)", and the title of Table B.2.5.1.2-4 will be amended to read "PLS OCONUS and Non-Domestic Transport Prices (Same Country/Jurisdiction)". The third column of Table B.2.5.1.2-4 will be retitled to read "Country/Jurisdiction ID***", and the fifth column will be deleted.

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554	Universal	B.2.7.4	Table B.2.7.4.2-2. Please clarify the requirements/components in Section C.2.7.4.1.1 that define what services the Help Desk would perform in MTSP Tier I.	The Help Desk requirements/components are specified in Section C.2.7.4.1.5 Technical Capabilities (4) Agency Dedicated Help Desk Service (a) through (g).
555	Both	B.3.1	Although GSA has linked the SDP/Site Code to a SWC (in the Traffic Model and in Section B.6.5), it appears under section B.3.1 that it is allowing providers to submit exception prices by SDP/Site code using a provider selected SWC (CLEC or LEC operated). Please confirm this understanding. If an offeror provides exception pricing, how will the government evaluate exception pricing relative to the designated SDP/SWC pricing?	The exception table allows the offeror to provide a price for a specific Network Site Code in Table B.3.1-3. This price must be less than the price for the SWC that serves that Network Site Code. Table B.3.1-3 does not associate a Network Site Code with a different SWC, as that is not required, and is not possible given the format of the table. The Networx Hosting Center's pricing engine will perform an optimization procedure which chooses the price given in the exception table B.3.1-3 instead of the price for the Network Site Code's SWC in table 3.1-1. Thus, the total discounted evaluated cost will include the exception table prices, where given instead of the SWC price.
556	Both	B.3.1	There are several scenarios under which an NPA/NXX could move between or be created at an SWC. Each raises pricing and billing issues. The scenarios are: An NPA/NXX is moved from one SWC for which Networx pricing has been negotiated to another SWC for which Networx pricing has been negotiated. Request clarification regarding the start time of the new rate. An NPA/NXX is moved from a SWC for which Networx pricing has been negotiated to a new SWC, more than one mile from the previous SWC, for which Networx pricing has not yet been negotiated Request clarification regarding the start time of the new rate. An NPA/NXX is created at a SWC for which Networx pricing has not yet been negotiated a: Will GSA clarify contractor's obligation under each of the scenarios described above, where pricing is determined by the CLLI code of the SWC plus OCN? b: Will GSA permit orders without established SWCs? c: Will GSA allow contractors to charge a price based on its commercial rates, and define whether and how a true-up will be addressed after Networx pricing is established?	Pricing by NPANXX is not relevant in Networx; pricing is established at the SWC and may also be established by Network Site Code, regardless of NPANXX. Table B.6.5-9 defines the SWC for each Network Site Code, and Section C.3.2.2.10 defines the process for adding new Network Site Codes and new Serving Wire Centers, and new mappings between the Network Site Code and the Serving Wire Center. a. These situations are not relevant b. No c. No
557	Both	B.4	The Government has allowed NRC pricing for installation; however, it does not provide a CLIN or instructions on de-installation if the Government chooses not to take title to the SED equipment. Will GSA add a CLIN or change pricing instructions to include de-installation of equipment in order to enable contractors to recoup the cost for de-installation of equipment?	The RFP will not be amended to add a charging mechanism for SEDs deinstallation.
558	Enterprise	B.4	If a service is considered optional and the bidder chooses not to offer that service, is the bidder still required to submit pricing for the associated SEDs? For example, in the Enterprise RFP the Frame Relay Service (FRS) is optional, and there are required SEDs for FRS. If a bidder chooses not to offer Frame Relay Service, must they still comply with the requirement for FRS SEDs?	No, offeror is not required to propose SEDs for an optional service if it chooses not to propose the optional service.

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559	Both	B.6	Expanded site wiring or demarcation extensions will require additional site visits with an associated NRC separate from the standard service installation and activation. Will GSA consider providing CLINs in Section B.6, General Pricing and Other Elements to fulfill Step 6 of Process Transition Orders.	Per RFP Section C.4.2.6, additional visits shall be at no additional charge.
560	Both	C	The RFP indicates that "The following documents provide backgrounds and standards as applicable" This language does not reflect a requirement, per se, and there is no reference to this list of standards in the Compliance matrix. A. Will GSA clarify that these standards as applicable to the NS/EP requirements? B. Would the GSA incorporate these requirements into the revised Stipulated J.9 tables so that bidders may indicate their compliance?	Question A: The cited documents are listed to familiarize all potential Networx vendor's with NS/EP concepts and how they relate to Networx NS/EP requirements. Many of the Networx NS/EP requirements are derived from these documents and standards. Question B These documents will not be included in the Stipulated Attachment J.9 tables to indicate compliance.
561	Both	C.1.6	In the Universal RFP, "Contractor shall provide upgrades to its commercial support systems... at no additional cost to the Government." Enterprise states, "...at no or minimal costs." Given the Government's need for upgraded and enhanced services over the life of the Networx contracts, will the Government amend Universal to match Enterprise and read, "...at no or minimal cost"? Leaving Universal "...at no cost" may result in higher prices to the Government in order for offerors to mitigate risk of 100% cost of enhancements.	The differences between the requirements in Networx Universal and Networx Enterprise are by design, and are consistent with the differences between the two in level of mandatory services as well as in Minimum Revenue Guarantee. The Government will not amend its requirement in Networx Universal.
562	Universal	C.2	Within various sections of C.2 , for example, C.2.7.2.1.4 (5), access methods such as DSL or cable high-speed access are mandatory, yet in Section C.2.16.2.2.1.4, DSL and cable high-speed access are not mandatory. Please clarify the access methods listed in Section C.2.16.2.2.1.4.	Section C.2.7.2.1.4 (PBIP-VPNS) will be modified for consistency with Section C.2.16.2.2.1.4 (BBAA). RFP Section C.2.7.2.1.4 (5) will be modified in the forthcoming RFP Amendment to read as follows: "1. The contractor shall provide access flexibility by supporting various access methods including dedicated access and at least one of the following but not limited to: a. DSL b. Local ISPs c. Cable high-speed access d. Dedicated."
563	Both	C.2	Does the VoIP Transport section require the transport and termination of "off-net" local and inter-exchange (long distance) voice traffic, or does the requirement only pertain to long distance services?	Termination of off-net calls applies to both local and inter-exchange (long distance) voice traffic.
564	Both	C.2.10.1.1.4	Item #15 of this Section requires that "The contractor shall test and deploy the latest patches and bug fixes as soon as they become available and are approved by the Agency, in order to ensure optimal performance of the firewall service." Because it is industry-standard process for vendors test software before deploying it to the field devices, will GSA modify this language to specify that the latest software is deployed when approved by the agency and tested by the vendor for functionality and compatibility with the service environment?	The requirement represents the Government's requirements for firewall service and as such will not be amended.

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565	Both	C.2.12.1.2.1	The Teleworker Firewall requirement states that "The contractor shall protect teleworker's end point from unauthorized inbound Internet based intrusion with antivirus protection and filtering capabilities. The Firewall is premise based and located at teleworker TWS end point." The Teleworker Firewall is to be priced per seat. Personal Firewalls are Optional under Managed Firewall Services. The Contractor's ability to protect the teleworker end point is significantly impaired and at risk unless the Contractor has management control of the end point A. Would GSA agree to allow bidders to propose the Teleworker Firewall as an Optional requirement? B. Alternatively, would GSA agree to remove the Teleworker Firewall requirement and use the Managed Firewall service to provide teleworker TWS end point security?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
566	Both	C.2.12.1.4.1	The RFP specifies MTTR performance metrics of 4 hours without dispatch and 8 hours with dispatch. For broadband connections like DSL, the best Service Level Agreement (SLA) one can obtain is 18 hours. Most DSL providers offer a SLA of 24 hours. Will GSA revise the performance metrics for TeleWorking to be in line with industry performance standards?	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
567	Both	C.2.14.3.1.2	Most commercially available wi-fi hot spots operate at 2.4Ghz, the 802.11b and g standards. The RFP currently requires offerors to provide Agency wi-fi access via 802.11a in public areas, which is not the widely available commercial installation. Will GSA consider including language stating that 802.11a must be available in dedicated Agency deployments?	Section C.2.14.3.1.2 will be amended to include: IEEE 802.11a (Wi-Fi at 5 GHz with data rates of up to 54 Mbps) - [This is applicable only to dedicated Agency "hot spots".]
568	Both	C.2.14.3.1.4	Static IP addresses and multiple IP addresses can be supported in dedicated Agency hotspots, but are not, as a commercial practice, supported in public hotspots. Will GSA consider revising the requirement to state that static and/or multiple IP addresses must be available in dedicated Agency deployments?	Section C.2.14.3.1.4 will be amended. The contractor shall support dynamic IP address. The contractor shall support single or multiple static IP address(es). [This is applicable only to dedicated Agency "hot spots".]
569	Both	C.2.1.1	The Government requires the contractor to notify them of service obsolescence at least eighteen months prior to the discontinuance of a service. Does this clause apply to network services, features and SEDS?	The Government requirement for contractor service obsolescence notification of 18 months in Section C.2.1.1 applies to Networx services and features. See Section B.4.8.3 for termination of support regarding SEDs.

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570	Universal	C.2.2.1.2.1	The RFP mandates that "Time of day, day of week, and day of year restrictions shall be possible and executable on a per station, per location, and per authorization code (overriding the COS of the calling station) basis. As an example, this type of restriction can be used to prevent unauthorized use of the service after normal business hours." This is not typically a commercially-available Voice Services feature, nor is it a feature supported in FTS2001 today. Given that the usage of legacy Voice Services is expected to decline as Government users move to IP services (Ref: Internet Protocol Telephony Service (IPTelS) in RFP Section C.2.7.10), developing new voice services would result in increased costs to the Government. The example noted can be satisfied by assigning the minimum COS to a conference room phone and requiring users to perform COS override on a per call basis. The feature is not an IPTelS requirement and end-users expect functionality to be the same regardless of technology. Will GSA amend the RFP to make the Time of Day Call Screening feature optional?	Yes, the Time of Day Call Screening feature will be made optional in an upcoming RFP amendment.
571	Universal	C.2.3.1.2.1	The RFP mandates that "The contractor shall support access via dial-up or ISDN will be at 64 Kbps, 128 Kbps, 256 Kbps, or 384 Kbps (Optional) in case of outages." This is not typically a commercially available FRS feature, nor are there active FTS2001 customers using this feature for access to Frame Relay Services. Given that the usage of legacy FRS is expected to decline as applications move to IP services, it does not appear warranted to develop FRS functionality, which would be a cost-ineffective requirement for the Government. Will GSA amend the RFP to make this feature (Switched Digital Access to Frame Relay) optional?	The RFP will be amended to make Switched Digital Access to Frame Relay optional.
572	Enterprise	C.2.3.2.3.1	Please make support for UNI Types 1, 2, 3, 19, 20, 22, 23 & 24 optional, as these are not standard industry offerings.	The Networx Enterprise RFP will be amended to identify UNI Types 19 and 20 as "optional" as in Networx Universal. The RFP will be amended to correct the typographical error for UNI Type 22, it should read 148.608 Mbps instead of 43.008. The remaining UNI Types represent the Government requirements and will not be amended.
573	Universal	C.2.4	DSL critical is listed as 99.9% and non critical is 99.5% availability. For DSL this is not possible since it is a lower grade service. Will GSA accept that DSL critical be at 99.5% and not at 99%?	No, because DSL critical service level of 99.9 % availability can be accomplished, for example, by redundant DSL circuits of routine service level of 99.5% availability with switchover mechanism. Redundant DSL circuits, each of 99.5% availability, will yield a functional circuit of 99.9975% availability.
574	Both	C.2.4.1	The definitions of Intranet and Extranet (vs. Internet) are not found in J (glossary) or Section C, but are referenced in Section B in the CLIN table. Please further define what the extranet and intranet technical requirements are for IPS.	The Government will remove the Intranet/Extranet port tables from Section B.2.4.1. Thus, Tables B.2.4.1.3.1-1, B.2.4.1.3.1-2, B.2.4.1.3.2-1, and B.2.4.1.3.2-2 will be deleted from Section B.2.4.1. The Internet port tables, namely Tables B.2.4.1.3.1-3, B.2.4.1.3.1-4, B.2.4.1.3.2-3, and B.2.4.1.3.2-4 will remain. Thus, Internet ports will be the only port type defined in Section B.2.4.1 IPS.

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575	Universal	C.2.5.1.4.1	The RFP requires 99.98% availability for critical service for both POP-to-POP and End-to-End Private Line services. Note 1 provides the measurement criteria using SES, which applies to T-1 and above. This approach would make it difficult to procure diverse DS0 level circuits to the customer location and to provide an automatic protection switching device to switch from a failed circuit to a working circuit. Q24. Will GSA modify the requirement so that Critical KPI service levels apply to T-1 and above data rates?	Agree. RFP will be amended to state that critical level of service only applies to T-1 and above data rates.
576	Both	C.3.3.1.2.4	The reference paragraph explains how Time to Restore (TTR) is calculated as "...the elapsed time between the time a service outage is recorded in the Trouble Management System and the time the service is restored minus...(2) time, as agreed to by the Government that the service restoration of the service cannot be worked due to Government caused delays." One example cited for a Government-caused delay is additional time resulting from the fact that the service is required at a remote site and "...a longer transit time was required." We recommend that remote sites be defined as sites greater than 25 miles away from a contractor's maintenance dispatch center. Would GSA be agreeable to accepting this standard, which is common throughout the industry?	In the case in question, the contractor is required to have the Government's agreement that longer transit time was required. Therefore it is reasonable to leave the definition of a "remote site" up to the parties making the agreement on the individual situation.
577	Both	C.2.5.1.4.1	The RFP requirement paragraphs 22 and 23 do not address the situation where a service outage is the result of a failed SED, such as a cellular phone that is not at a fixed location. Will GSA include this scenario as an exception to the 4 hr / 8 hr TTR requirement?	The Government requires that the contractor restores services within the specified performance targets. The Government recognizes that some flexibility in situations such as the one the contractor raises may be required. Section C.3.3.1.2.4, Step 4 – Fault Management, ID Number 21, " ...the Government required service at a remote site and agreed that a longer transit time was required" already provides for such flexibility.
578	Both	C.3.3.1.2.4	The requirement for a number of services' performance metrics, as outlined in Section C, requires that bidders "See Section C.3.3.1.2.4 for the definitions and measurement guidelines," which is the Step 4—Fault Management Table. However the table itself has over two-dozen requirements and definitions, and it's unclear which of these definitions and guidelines (aside from TTR) that bidders must consider in meeting the metrics requirements. Will GSA specify which of these definitions and measurement guidelines must be adhered to for each service?	The references in Section C.2, "Refer to Section C.3.3.1.2.4 for definition and how to measure." pertain to how to measure TTR. Section C.3.3.1.2.4 – Step 4 – Fault Management, ID # 21 defines how to measure TTR, and IDs # 19, 20, 22, and 23 specify TTR performance targets that the contractor is required to meet.
579	Both	C.3.3.2.2.13	ID Number 3 What does the Government mean by message analysis?	Message analysis refers to the analysis of alarms or notifications received from fraud detection and identification systems, or messages generated by any component of the services infrastructure that could be used for detecting or identifying fraudulent activities.



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580	Both	C.3.3.2.2.2	<p>Item 9</p> <p>Item 2 references NIST Special Publication 800-53 which will not be final until December 2005. For purposes of proposal submission, does the Government want Offerors to incorporate the draft standard into their Draft Security Plans submitted with their proposals, or will this standard be implemented only upon finalization and publication?</p>	GSA is not aware of any planned revision to NIST SP 800-53. All information on the NIST Web site indicates that this publication is final. The contractor should adhere to the current SP 800-53 dated February 2005, with 4-22-05 updates.
581	Universal	C.3.4.1.2.1	The referenced paragraph states "The contractor's CSO shall conduct business 24x7." Our Customer Support Office is a large organization, providing support across many service areas, including service ordering, MACs handling, billing, fault handling, training, and others. Many other key functions are executed by CPO offices other than the CSO. Furthermore, the makeup of the CSO and, therefore, the functions of this office are likely to vary from bidder to bidder. An entire CSO conducting business 24x7 would not be useful, practical, or cost-effective. We suggest that rather than mandate 24x7 for the entire CSO, GSA identify the functions traditional to a CSO that should "conduct business 24x7. Aside from a 24x7 help desk, available to address customer questions of a widely varying nature and routing trouble reports to the appropriate maintenance personnel, and critical network monitoring, management, and maintenance functions necessary to sustain exceptional service performance and availability, which traditional CSO functions does GSA believe should be mandated 24x7?	Network services are global in nature and Government agencies that use such services are globally distributed. The Government requires certain support functions described in the RFP Section C.3.4.1.1, Customer Support. It is the performance of these functions that the Government defines as the CSO. The contractor may define its CSO as it sees fit to manage its service as long as it provides 24x7 support for those support functions required by the Government and specified in the RFP. As such, the Government will not amend its requirements.
582	Both	C.3.4.5	Service optimization in the three scenarios seems to indicate the Government's desire to consolidate network facilities at shared Federal office sites. This will lead to concentration of orders and revenue to one single provider. Please explain how such "optimization" would still permit achievement of the other goals of vendor diversity and NS/EP goals.	GSA is not asking or requiring the contractor to analyze and optimize overall use of telecommunication services of agencies. GSA requires the contractor to optimize only the contractor's services that have been purchased by the agencies. Thus, there is not a conflict with vendor diversity and NS/EP goals.
583	Both	C.3.4.5.1.1	If an Agency has informed the contractor that its service locations are classified or sensitive but unclassified, please confirm that the contractor will not have an obligation to include such locations in the Service Optimization analyses.	The contractor is not required to include locations that have been identified as "classified" in its service Optimization analysis. However, sensitive, but unclassified locations must be included. GSA will amend the RFP Section C.3.4.5.2.1 ID#2 by inserting the word "unclassified" after the word "all".
584	Both	C.3.4.5.4.1.1.4	Given that ID Number 7 is accurately titled "Estimated Monthly Service Charge", will GSA change ID Number 8's title to "Estimated Annual Savings Amount."?	GSA will amend Section C.3.4.5.4.1.1.4, ID # 8 as follows: In the Information elements column, rename Information element to: Estimated_Annual_Savings_Amount In the Description column, insert the word "estimated" before the word "savings"
585	Both	C.3.5.1.2.1	"In the event an Agency needs additional data regarding a site in order to prepare a complete order, the Agency may elect to order a site survey from the contractor. The contractor shall complete the site survey and provide a report of the resulting data requested by the Agency at the time of ordering the site survey." Question: Does the site survey apply to POP sites as well as end user sites?	No.

### **Questions and Answers for the Networx Universal and Enterprise RFPs**

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
586	Both	C.3.5.1.2.1.3	The contractor is required to respond to requests for data from archived information within 5 business days. The contractor is obligated to respond to those requests in the format acceptable to the Government for 10 years from contract termination or expiration. Will GSA add the following language to recognize that some requests simply will not be able to fulfilled within 5 business days: "If Contractor cannot provide the request information and data to the Government within 5 business days, the Contractor will provide a prompt response identifying the timeframe within which the Contractor will be able to provide the response, such timeframe not to exceed 30 business days."?	After carefully reviewing the requested change, GSA stands by the requirement as currently stated in the RFP.
587	Both	C.3.5.1.2.4	Service acceptance in item 1 should be changed to service implementation. Once an order is installed, the vendor has incurred all the expenses associated with providing the service. Agencies should be required to issue a disconnect order and pay for the associated expenses of providing the service including any charges associated with the SED(s) associated with that order.	Section C.3.5.1.2.4 describes conditions regarding charging the customer in the event of a cancellation, which mitigates the concern expressed in the question.
588	Both	C.3.5.1.2.4	The contractor shall not charge the ordering Agency for service required by the initial order under either of the following conditions: Will GSA please change it to?: "The Contractor shall charge cancellation fees to the Agency using standard commercial practices that are based on the number of critical provisioning and/or engineering events that have been completed at the time of Agency cancellation request"	No, the RFP requirement is correctly stated.
589	Both	C.3.5.1.2.6	Would GSA remove the words, "or other circumstances" from the following statement: "The contractor shall provide Class A expedited service implementation when the ordering Agency requires priority provisioning for National Security / Emergency Preparedness (NS/EP) circumstances or other circumstances in which the Telecommunications Service Priority (TSP) system is invoked," as per our understanding of current FCC Report and Order regulations and NCS Directive 3-1	No, the Government will not change the requirement.
590	Both	C.3.5.1.2.4	The network access and/or transport bandwidth of the service required by the initial order was T1 or above and the ordering Agency placed the cancellation order thirty or more business days before the later of: (a) the customer want date in the initial order; or (b) the firm order commitment date. See Section B.6, General Pricing and Other Elements. Would GSA consider deleting the paragraph?	No, the Government has carefully reviewed this provision and it remains unchanged.

### **Questions and Answers for the Networx Universal and Enterprise RFPs**

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
591	Both	C.3.5.1.2.9	The contractor shall provide a means for the user to track the status of each order the user is authorized to monitor from the time the Service Order Confirmation is issued to the expiration of the contract. Will GSA change the requirement to read: "The contractor shall provide a means for the user to track the status of each order the user is authorized to monitor during normal business hours from the time the Service order confirmation is issued until 90 days after the Service Order Completion Notice (SOCN) is issued."?	No, the Government stands by the current RFP requirement.
592	Both	C.3.5.1.3.1.1.2	Should XML be listed as an acceptable format in this table similar to subsequent tables?	Yes, XML will be added to referenced section. The change will be made in an upcoming amendment.
593	Both	C.3.6	An agency is allowed to have one or more AHCs. Please confirm that there would never be more than 1 AHC contained in a government order. Define where more than 1 AHC would be reported in the Invoice File associated with a single direct billed invoice.	The order could have multiple AHC's. The billing detail file will show multiple AHC's. The Invoice will be at the billed system level which could be comprised of multiple AHC's for payment .
594	Both	C.3.6	Does the agency AHC number change to a different AHC number when they move from direct to centralized billing or when the agency moves to a new parent agency). If so, what part of the AHC will change?	The AHC may change based on the the selection of Centralized or Direct billed method. In addition, the agencies can change the AHC at any time, within centralized or direct billing method.
595	Both	C.3.6	Can the GSA receive both a direct invoice for itself and a centralized invoice for other agencies or is everything specific to the GSA included in the single centralized bill?	As a user of services, GSA can select Direct or Centralized billing.
596	Both	C.3.6.1.1.2	The contractor delivers direct-billed invoice and Detail Billing Files to the Agency's designated office(s) and to GSA Will GSA change requirement to, "GSA can view the direct-billed Invoice and Detail billing files via the on-line billing tool with Agency approval."?	No, the Government will not change the requirement.
597	Both	C.3.6.1.2.3	C.3.6.1.2.3 ID Number 14.1 & 14.3 What can the contractor count on as the turnaround time for the correction to problems that are isolated to the agency.	This section addresses Contractor delivery of data files, not agency requirements.
598	Both	C.3.6.2.2.4	Would the Government consider offering a flexible Government Services Management (GMS) fee as part of the structure of Networx prices? It is recommended that the Government allow for a significantly lower GMS fee to be applied to the DNRC of the SEDs. Additionally, the Government may want to consider a lower GMS fee for direct-billed customers vs. centrally-billed customers.	No, the GSA requirement is for a fixed GMS fee.

**Questions and Answers for the Networx Universal and Enterprise RFPs**

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
599	Both	C.3.6.2.2.8	The contractor is required to respond to requests for data from archived information within five business days. The contractor is obligated to respond to those requests in the format acceptable to the Government for ten years from contract termination or expiration. Please consider adding the following language to recognize that some requests simply will not be able to fulfilled within 5 business days: If Contractor cannot provide the request information and data to the Government within 5 business days, the Contractor will provide a prompt response identifying the timeframe within which the Contractor will be able to provide the response, such timeframe not to exceed 30 business days.	No, the RFP reflects the Government's requirements and as such will not be amended.
600	Both	C.3.6.2.3.2.2	Please confirm that the disconnected services will also be reflected in the monthly billing memorandum.	No. This memorandum is for informational purposes that reflect new or changes in the billing processes for the current billing cycle.
601	Both	C.3.6.3.2.3 (ID Number 12.1)	Text indicates that contactor "provide the s to GSA in the media types specified in Section C.3.6.3.4.1.1, Contractor Open Disputes Report to GSA, as mutually agreed upon by the contractor and the GSA." Will GSA define the "s" above?	The "s" will be replaced with "Contractor Open Disputes Report" in an upcoming amendment.
602	Both	C.3.6.3.2.3	The contractor is required to respond to requests for data from archived information within five business days. The contractor is obligated to respond to those requests in the format acceptable to the Government for ten years from contract termination or expiration. Please consider adding the following language to recognize that some requests simply will not be able to fulfilled within 5 business days: If Contractor cannot provide the request information and data to the Government within 5 business days, the Contractor will provide a prompt response identifying the timeframe within which the Contractor will be able to provide the response, such timeframe not to exceed 30 business days.	After careful review, the requirement remains at 5 business days.
603	Both	C.3.6.3.2.9	The RFP states: "The contractor shall not receive payment for a single billing charge or portion of a billing charge over 90 calendar days old, unless prior permission has been obtained from the GSA contracting officer." Will GSA delete this requirement? Deduction of charges billed older than 90 calander days is not a commercial practice. Use of contractor's commercial systems is encouraged, and the Government's intention is to improve efficiency of current and additional services by using commercial practices.	No. After careful review, the requirement remains as stated.

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#	Acquisition	RFP Section	Redacted Question	Redacted Answer
604	Both	C.3.8.2.4	In this clause, the Government requires that a "copy of the records" be furnished at no additional cost, if requested by the Government. It is suggested that a preferable way to handle such demands for information which are not accomplished by Government query of electronic databases would be to impose separate charges reflecting the time and effort needed to produce them. By doing so, all other using agencies will not be burdened by this less efficient means of collecting data. Absent such a separate charge mechanism, the costs of complying will be spread across all users thus driving up prices.	The requirement in question is Section C.3.8.2.4 ID 16. The RFP will be amended: "If requested by the GSA, the contractor shall, at no additional expense to the Government, provide a copy of the records in the current Networx Inventory in whole or Agency specific."
605	Both	C.4.2.8	The RFP states, "If the service does not pass the contractor's end-to-end verification testing as defined in Section E, Inspection and Acceptance, the contractor shall implement and follow processes and procedures to provide for complete restoration to the incumbent contractor's service within four hours." Will there be an opportunity to cure the installation prior to requirement to restore services to the incumbent contractor?	The intent of the cited requirement was to minimize adverse impact on the Agency user(s). As the questioner points out, that "reasonable time" was not identified. The RFP will be amended as follows: Section C.4.2.8, ID Number 16, Description, will be amended to read: "If the service does not pass the Contractor's end-to-end verification testing as defined in Section E, Inspection and Acceptance, the Contractor shall notify the Agency, advise them of proposed corrective actions and the estimated time to complete them. If the Agency has already experienced two or more hours of downtime, they may request restoration of the incumbent services. The contractor will then implement and follow processes and procedures to provide for complete restoration to the incumbent Contractor's service within four hours."
606	Both	F.2	F.2, items 41 and 42 In the column labeled "Frequency" for the two items referenced, does the Government intend that the Updated lists be delivered 15 business days from the end of the current quarter, rather than "from end of month" as recited?	After review, the current wording requiring delivery 15 business days from the "end of the month" represents the Government's requirement.
607	Both	G.5.3	Item 3 item states that GSA will give the contractor the initial GMS fee structure at the time of Notice to Proceed. By providing the complete fee structure to include exception/exclusions (less fee percentage), GSA will improve the contractor's ability to perform timely OSS verification (in accordance with E.3), conduct seamless transition activities, and deliver accurate GMS fee collection on behalf of the GSA. Will GSA reword as follows? "The GSA will give the contractor an initial GMS fee structure, less fee percentages, at the time of Notice to Proceed."	The Government has carefully reviewed this provision and will not amend the current requirement.
608	Both	H.19	Section H.19. Small Business Subcontracting Plan. Will Government consider a small business in more than one category for credit toward meeting its stated goals? For example, would a small, woman-owned, minority-owned business entitle Government to credit for all three categories?	Yes.
609	Both	H.7.4	Service orders will be issued to vendors during the PMM process. Will PMM price reductions be applied to all service orders not completed at that time, or will the reductions be applied to all orders issued after the date the new pricing is implemented?	Price reductions shall be applied to all orders issued after the date the new pricing is implemented.

### **Questions and Answers for the Network Universal and Enterprise RFPs**

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
610	Both	J	Are the offerors permitted to include the J Tables as appendices with links from the Technical and Management Volumes rather than including the actual tables within the body of the both volumes?	Yes. The Attachment J.9 tables can be attached to the appropriate proposal volumes as an attachment or appendix.
611	Both	J.11	American Samoa is listed in Domestic, but not in CONUS or OCONUS. The intent appears to be for CONUS + OCONUS to equal Domestic. Domestic tables are sometimes labeled CONUS and OCONUS. If American Samoa is to be included in the Domestic scope definition, will GSA include it in the Glossary OCONUS definition?	American Samoa is domestic OCONUS as shown in Table B.6.6-1. Attachment J.11, Glossary of Terms will be amended to reflect this.
612	Both	J	Are the offerors permitted to include the J Tables as appendices with links from the Technical and Management Volumes rather than including the actual tables within the body of the both volumes?	Yes. The Attachment J.9 tables can be attached to the appropriate proposal volumes as an attachment or appendix.
613	Both	J.12.1-1	Will GSA remove the CLIN element since it is not a commercial ordering element? The CLIN will be included on the Invoice and Service Order Notices.	No, the CLIN is a critical identifying element.
614	Both	J.12.1-1	Will GSA remove Critical Service Levels from Table J.12.1-1 Ordering Data Elements? Identification of services in this manner is not a commercial practice. Critical SLAs can be achieved by ordering redundant services or managed services.	The Critical Service levels are required to support inventory records, no matter how the service is provided. This information is also required to verify the pricing of the service.
615	Both	J.12.1-1	Will GSA remove the requirement for "Transition" as an order type? Will GSA notate Transition in the field named: "Add. Inst."?	The "Transition" type must remain to clarify the service ordered and will be used to track service provisioning activity during transition.
616	Both	J.12.3	"The provisioning interval for routine and Class B expedited orders shall be measured in calendar days" It is requested that this requirement be changed to use business days rather than calendar days as the interval measurement to coincide with industry standards?	The provisioning interval for these orders will remain as the RFP states.
617	Both	J.13.2	In the last paragraph of this section, there is a reference to "the guidance contained in this attachment, section C.2, Technical Requirements, and Attachment J.13.3, SLA Performance Objectives". What is the attachment referenced by the words "this attachment"?	Subpart 15.204-1, Uniform Contract Format, of the Federal Acquisition Regulation refers to Section J as the "List of Attachments." Accordingly, GSA named that body of information in the Request for Proposals that pertains to the service level agreements "Attachment J.13." The phrase "contained in this attachment" that appears in the last paragraph of Attachment J.13.2, SLA Measurement Guidelines," refers to Attachment J.13, Service Level Agreements, of the RFP.
618	Enterprise	J.13.3.5	Both sections J.13.3.5 and J.13.3.6 are titled "Performance Objectives for Frame Relay Service SLA, but contain different objectives. Also J.13.3.5 also makes reference to the Private Line Service SLA performance objectives. Which section is correct?	The mislabeled section headers in Attachment J.13.3 were corrected in RFP Amendment 1 on June 22, 2005.

### Questions and Answers for the Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
619	Both	J.2.1	Footnote 1 indicates that the traffic model only represents part of the minimum entry requirements. Where is the additional information located or to what does this refer?	Attachment J.2 addresses geographic coverage only. Minimum entry requirements also include acceptable responses for technical, management, past performance and other factors, including services such as CSDE for which no traffic is provided. The offeror should carefully read the complete RFP to ensure that its response satisfies the entry criteria.
620	Both	J.2.3.1.1	Will GSA remove or make optional the following dedicated wireline access services? - Analog - Subrate DS0 - ISDN. Analog and Subrate DS0 services are not defined in C.2.16.2.1, Wireline Access Arrangements. Analog, Subrate DS0, and ISDN are not generally available at all the mandatory SWCs, which are identified in the traffic model or Networx Hosting Center.	Analog, Subrate DS0, and DS0 access is a Government requirement. The RFP will be amended to add these requirements to Section C.2.16.2.1, Wireline Access Arrangements.
621	Both	J.5	The RFP does not provide any definition for SEDs related to Dedicated Hosting Services. There is a broad range of equipment that can meet the current, generic descriptions. Will GSA consider defining minimum requirements for SEDs related to Dedicated Hosting Services?	SEDs are not applicable to Dedicated Hosting Services.
622	Both	J.5.1	In Paragraph 2, will GSA change the reference to Table J.5.2?	Yes. This change was made in Amendment 1 to the RFP on June 22, 2005.
623	Both	J.5.2	The American standard GSM frequencies include 800 MHz. Would GSA please include 800MHz for US-based GSM networks?	The Government will amend the RFP to include the 800MHz frequency range for GSM network-based handsets.
624	Both	J.5	Would GSA please replace, "at 384k or above," with "up to 384k."? The current maximum data transfer rate for UMTS is 384Kbps.	SEDs Requirement Set No. 44 will be revised to require UMTS to provide a data rate of up to 384 Kbps, and for EV-DO to provide a data rate of up to 512 Kbps.
625	Both	J.5.2	Item 2a states UMTS at 2100MHz. Standard frequencies for CPCS services in North America are 800MHz and 1900MHz. Would GSA please include the North American frequencies 800MHz and 1900MHz?	SEDs Requirement Set No. 44 will be revised in an upcoming amendment to require provision of UMTS at 800 and 1900 MHz.
626	Both	J.9	There is a gap in the compliance Matrix Section J9 Part 1, between ID 437 and 438 (page J-127) that references requirements in the above RFP sections. There are a number of other organizational gaps in J that need to be addressed as well. Q91. Will GSA reorganize the J tables to reflect a more structure approach to the requirements that reflect the organization of Section C that could include adding new ID numbers (e.g., 437.01 through 437.xx) that address the compliance requirements?	The perceived gap in RFP numbering is because the RFP requirements are parsed into different tables (stipulated, narrative, optional, mandatory). It is the Government's intention for all RFP requirements relevant to the five proposal volumes to be contained in one of the J.9 tables.

### Questions and Answers for the Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
627	Both	J.9	Tables J.9.1.1.3 state that "If a particular requirement pertains to a capability (e.g., sub-service, feature, interface) that is optional to offer (indicated by "yes" in the cross-reference table), the offeror shall mark yes to "Comply" if it chooses to offer that capability. If the offeror chooses not to offer an optional capability, it shall enter "not proposed" in the Comply column." Should the vendor assume that if the vendor marks "comply" for a particular requirement that no further narrative response for that requirement is required?	For the stipulated requirement tables, if the offeror marks yes to "comply," no further narrative response for that requirement is required.  For the narrative requirement tables, a narrative response is required whether the offeror marks yes to "comply" or whether an exception or deviation is taken.
628	Both	J.9.1.1.1	Will GSA clarify the content required in the Exception/Deviation column? The proposal instructions suggest that the proposal reference to the exception or deviation be referenced. This is the same content requested in the Proposal Reference column. Would GSA clarify that "E" or "D" are the only entries that are required in this column?	"E" or "D" are the only entries allowed in this column. When exceptions ("E") or deviations ("D") are taken, a proposal reference must also be provided. Alternatively, if no entry is made in this column, a "Y" must be entered in the Comply column.
629	Both	J.9.1.1.2	Table J.9.1.1.2(a) The table headings for the stipulated requirements include a Proposal Reference. However, for those references where the bidder complies, there will be no proposal reference (except in the actual J table itself.). Q94. Will GSA clarify the purpose or intention of the Proposal Reference in the Stipulated Table?	If the offeror agrees to comply with a stipulated requirement, there is no additional RFP language and, thus, no proposal reference needed. However, if the offeror takes an exception or deviation to a requirement then additional proposal language is required to clarify its position and a proposal reference must be entered.
630	Both	J.9.1.1.3	Table J.9.1.1.3(a) The majority of Voice, CSDS, Managed Security, Dedicated Hosting, and Storage services appear to have been left out of the Technical Narrative table. Because Section L requires bidders to address a number of capabilities, services, benefits, features, and interfaces for these services, this will make it difficult for bidders to be fully compliant, because they are prohibited from describing services that are listed in the Stipulated table (see requirement paragraph J.9(b)(1)). Q98A. Will GSA confirm that these services should not be described, even though they are listed in the Narrative J Table? Q98B. If not, will GSA provide relief for compliance with J and L requirements by permitting bidders to describe the capabilities and features of all services being bid?	The stipulated requirements in the Cross-Reference Tables are intended to relieve the offeror from having to expand on a requirement that is essentially satisfied by a simple affirmation of compliance ("Y" in the column labeled "Comply"). The requirements in Section L provide the offeror the opportunity (and the obligation) to expand on the services, features, benefits, of specific services in support of its proposal. The two requirements are independent and do not conflict.
631	Universal	J.9.1.5.2	States, "unless excepted as in (b) above." (b) does not appear. Will GSA please validate the reference and clarify?	The requirements in the Attachment J.9 Tables (also known as cross-reference tables) are essentially copies of "shall" statements in the RFP text. In order to fully understand the context of the requirement(s), the offeror is expected to read the referenced RFP text.
632	Both	L.24	Why does GSA contemplate a Minimum Acceptance Period of 365 days? Will GSA consider shortening the Minimum Acceptance Period? We believe this is too long and recommend it be shorten to 180 days.	The Government has reviewed the Minimum Acceptance Period of 365 days and will not change the requirement.



### **Questions and Answers for the Networx Universal and Enterprise RFPs**

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
633	Universal	L.33	Section L.33, Item (a) 10 contains a reference to Section L.34.1.3 "Specific Plans and Descriptions Associated with the Technical Proposal." However, Section L.34.1.3 is actually entitled, "Networx Architecture." There does not appear to be any subsection entitled, "Specific Plans and Descriptions Associated with the Technical Proposal." In addition, the same item also contains a reference to Section L.34.2.1 "Management." However, Section L.34.2.1 is actually entitled, "(Management Proposal) Executive Summary." In addition, the same item also contains a reference to Section L34.2.2 "Transition." However, Section L.34.2.2 is actually entitled, "(Management Proposal) Compliance with RFP Requirements," while "Transition" is actually located at Section L.34.2.4. Q110. Should the entire reference in Section L.33, Paragraph 3, Item (a) 10 read: "All plans as required in Sections L.34.1 Technical Volume, L.34.2 Management Proposal, and L.34.2.4 Transition."?	The reference to plans in the technical volume will be deleted. The references to plans in the management volume will be corrected to reflect a renumbering of the section headings.
634	Both	L.33	Section L.33, General Proposal Instructions indicates in Table L.33-2, Contents of Proposal Volumes, that the Past Performance volume has a maximum of 200 pages. On Page L-2, item (a) (12) states all past performance material as described in Section L.34.3 Past Performance shall not be included in computing the "Maximum Number of Pages". Please clarify which is correct.	The responses received from references that are provided by the offeror are not under the control of the offeror. These external responses will not be applied to the Maximum Page Count.
635	Both	L.33	Section L.33.2, Hardcopy Requirements, states, "additional 20 copies of any fold out page shall be supplied with the proposal." This suggests other information can be provided on fold out pages. However, RFP Section L.33 (b) states that "Fold-out pages are to be used only for diagrams and pricing detail." Please clarify.	Section L.33.2 is not intended to suggest that fold out pages other than specified in Section L.33 (b) can be provided.
636	Both	L.33	Request the Government change the page margins to 1 inch for top, bottom, Left, and Right. This would benefit the Government by allowing the offerors to better utilize the page for graphic presentations and relevant text.	The page margin requirements will not be changed.
637	Both	L.33	RFP states (d) Font - The Font used in offeror's proposal shall be 12 point Arial with no reductions Given that the instructions regarding all text is to be 12 point font, please confirm that offerors may use alternative font sizes for headers, footers and captions?	Offerors may use alternative font sizes for headers, footers and captions.
638	Both	L.33	RFP states (e) Spacing - .....Proposals shall have line spacing of one-and-a-half. Given that the instructions regarding one-and-a-half line spacing are specific to text, please confirm that offerors may use single spacing for the headers, footers and captions.	Offerors may use single spacing for the headers, footers, and captions.

### **Questions and Answers for the Networx Universal and Enterprise RFPs**

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
639	Both	L.33	It may take offerer up to 20% of allowable page count to re-state Section L and C requirements in response text. Therefore, will the Government modify the requirement: "The RFP requirements which are to be embedded in the proposal may be as small as 8 point font, with no reduction." to read "When the offeror embeds the Section L and the narrative RFP requirements in the proposal, the requirements may be as small as 8 point font, with no reduction."? This will benefit the Government by not requiring the offerors to embed stipulated and narrative requirements in the text as all requirements are provided in each volume under the Compliance with RFP Requirements section.	Narrative language in response to RFP requirements will be provided in the body of the proposal volumes, subject to the requirement for 12 point font. The Attachment J.9 Cross-Reference Tables that contain the response to stipulated requirements and the proposal references for narrative requirements should be included as attachments or appendices. These are not subject to the 12 point font requirements, and do not apply to the maximum page count. See Web Question 352 for a complete logical checklist of the Technical Volume's structure.
640	Both	L.33	Will the Government consider allowing the offeror to use 10 point font? This will benefit the Government by allowing offeror to better utilize the page to present offeror information and will not impact Government evaluators as they are using electronic means to read the proposal and thus able to enlarge the text presentation as desired to improve readability.	The Government will not change the requirement for 12 point font in the body of the proposal volumes.
641	Both	L.33	Will the Government consider allowing single line spacing?	No.
642	Enterprise	L.33	Please verify that the reference in (10) to "L.34.2.2 Transition" should read "L.34.2.4 Transition"	You are correct. The reference should read "L.34.2.4." This will be in an upcoming amendment.
643	Both	L.33	Please clarify if the fold-out page count is limited to 30 per proposal volume.	L.33 (b) states that "Fold-Out Page. Not to exceed... and no more than 30 per proposal." This limitation applies to the overall proposal, not each proposal volume.
644	Universal	L.33-2	The page limitations cited in Table L.33-2 are the same for all offerors, irrespective of whether an offeror bids no Optional Services, or all eleven. Would the Government consider allowing additional pages, particularly in the Technical Volume, for offerors bidding Optional Services?	The Government has carefully reviewed this provision and it remains unchanged.
645	Both	L.33.1	This section suggests that bidders use object linking and embedding techniques to enable evaluators to better understand the proposals and concepts contained therein. However, the limit of ~ 50 page sections (Requirement L.33.1.4) over the span of an estimated more than 2,000 complete proposal pages could present challenges for cross linking documents. Q111. Would GSA provide examples of how it would prefer sections to be linked?	The instructions in L.33 state that the proposal will be submitted on CD-ROM using Microsoft Word 2003 format for word processing. In addition, the Word documents shall be organized at the major section level of the proposal volume to which they belong and further partitioned into separate Word documents at the subsection or lower level. As a minimum these Word documents of approximately 50 pages should be linked to provide a logical flow of information from one file to the other. In addition, the instructions require the offeror to include a text file named OOREADME.txt describing its structure and content which should address the offeror's approach to linking the files. In any event the offeror's approach to organizing and linking the files should recognize that the Government evaluators will be using the offeror's file structure for reading, searching, reviewing, and evaluating proposals.

### Questions and Answers for the Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
646	Universal	L.33.1.1	Section L.33.1.1, Item (5) (ii) contains a reference to Section L.20 "Pricing and Traffic Model System." However, Section L.20 is actually entitled, "RESERVED," and contains no requirements; while "Pricing and Traffic Model" is located at Section J.7. Q112. Is the reference to Section L.20 a typographical error, and the correct reference is Section J.7?	The reference will be corrected to read as follows: "Section L.34.5.3 Price Data."
647	Both	L.33.1.3	This section indicates that the workstations used to view the offeror's proposals will be configured with Microsoft Media Player and Quicktime Player software. If this is the case, why is offeror not allowed to include Windows Media Player and QuickTime files in their proposals (as precluded in Section L.33.1.6)?	The Government will not review or evaluate video exhibits submitted as part of a proposal.
648	Both	L.33.3	Will GSA include the content of the appendices when evaluating proposals for award determination?	Yes.
649	Universal	L.34.1	<p>Section L.34.1.3.5 (a) calls for a discussion of the NS/EP, including the approach to satisfy the NS/EP functional requirements found in Section C.5.2.1.1. The same requirement is found in Section L.34.1.5.4 (e), which is identical to L.34.1.5.4.(i). This same discussion on the functional elements is found in the required contents of the NS/EP FRIP, as called for in Section C.5.2.2. Therefore, if an NS/EP FRIP is developed and submitted with the proposal as a separate plan, it will also furnish the NS/EP information called for in the Technical Volume. By duplicating a significant quantity of information in the Technical Volume, bidders will be consuming valuable pages in this Volume unnecessarily. There are other NS/EP elements to address, as well. While it appears GSA requires a discussion of the protection of SS7 signaling systems and satellite control links (C.5.2.5) in the technical volume, there is no place to address other elements of the NS/EP, such as telecommunications service priority (C.5.2.4).</p> <p>A. Will GSA agree to address all NS/EP requirements found in Section C.5.2, including the functional requirements, in detail solely in a separate NS/EP FRIP, with an overview discussion placed in the technical volume? B. Alternatively, if GSA does not wish to receive an NS/EP FRIP with the proposal (as per the previous question), will GSA require that everything required by the RFP for the Technical Volume (plus information requested under C.5.2.4 and C.5.2.5) be placed in a technical appendix to that volume.</p>	<p>The NS/EP Functional Requirements Implementation Plan (FRIP) should be documented only once. It should be provided as an appendix associated with the technical volume and referenced by proposal location in the response to the narrative requirements for C.5.2.2 in the cross-reference table.</p> <p>Sections L.34.1.3.5 and L.34.1.5.4 ask for a description of how each NS/EP basic functional requirement is satisfied for each mandatory service and each optional service, respectively. It is expected that the offeror may want to expand on the FRIP on an individual service basis in order to demonstrate the benefits of its approach. However, the FRIP should not be repeated and the offeror is encouraged to reference portions of the FRIP as it deems appropriate in response to Section L.</p>

### **Questions and Answers for the Networx Universal and Enterprise RFPs**

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
650	Universal	L.34.1.3	The organizational structure of Mandatory vs. Optional services is different. Although there are content variations among the various Mandatory Services, the L requirements are divided into main headings, such as Technical Approach, Performance Requirements, and Service Specifications. Within each main heading are several subheading requirements that must be addressed as well. The Optional service requirements, on the other hand, are grouped into a single list of requirements—some of which are similar to the Mandatory structure, and some of which are not. This inconsistency will make compliance and evaluation difficult. Q121. Will GSA revise the RFP to make these sections structurally consistent so that solutions and evaluations can be addressed consistently, as well?	The Government will not revise its requirements structure regarding mandatory vs optional services. The evaluation criteria is different between mandatory and optional services (see Section M.6) and they must be addressed in separate sections of the proposal.
651	Enterprise	L.34.1.3	Table L.34.1-1 lists IP Telephony Services as mandatory. Please clarify that IP Telephony services are not mandatory.	Table L.34.1-1. Mandatory Services for Enterprise Proposal for IP-Based Services on page L-10 incorrectly lists Section C.2.7.10 Internet Protocol Telephony Service (IPTeIS) as a mandatory service. It is indeed optional. It will be replaced with Section C.2.4.1 Internet Protocol Service (IPS) which is a mandatory service under Networx Enterprise (IP-Based).
652	Universal	L.34.1.8	The RFP calls for offerors to provide data on Service Enabling Devices (SEDs). The requirements are described in detail in Section J.5 and J.7. These data requirements, to be met by all offerors, are not covered in the General Proposal Instructions (L.33). Would the Government clarify by the addition of a call-out in those requirements in the General Proposal Instructions?	Instructions, including references to Sections J.5 and J.7, are to be found in Section L.34.5.4.
653	Enterprise	L.34.1.8.2 (a)	Section L.34.1.8.2 (a) is the Service-Specific SEDs for Mandatory Services section; however, this section directs the contractor to respond to the requirement sets in section J.5.2. Section J.5.2 lists the Location-based requirement sets for SEDs instead of the Service-specific requirements set. This appears to be an error. Will the Government please clarify section L response for Service-specific SEDs?	This was corrected by RFP Amendment 1 issued on June 22, 2005.
654	Both	L.34.2.3.13	Section L.34.2.3.13 contains a reference to Section L.34.2.2.3 "Security Management." However, Section L.34.2.2.3 does not appear to exist, while "Security Management" is actually located at Section L.34.2.3.3. Is the reference to Section L.34.2.2.3 a typographical error, and the correct reference is Section L.34.2.3.3	Yes. The correct reference is L.34.2.3.3. This change will be made in an upcoming amendment
655	Both	L.34.2.3.13.2	Section L.34.2.3.13.2 contains a reference to Section C.3.9.2, "Step 1 – Security and Performance." However, "Step 1 – Security and Performance" is actually located at Section C.3.9.2.1. Is the reference to Section C.3.9.2 a typographical error, and the correct reference is Section C.3.9.2.1?	The Section L.34.2.3.13.2 reference will be changed to "Section C.3.9.2.1, Step 1 -- Security and Performance."

### **Questions and Answers for the Network Universal and Enterprise RFPs**

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
656	Both	L.34.2.4	Section L.34.2.4 contains a reference to Section C.2.2.1, "Organization of Network Services." However, Section C.2.2.1 is actually entitled, "Voice Service," while "Organization of Network Services" is actually located at Section C.2.1.1. Is the reference to Section C.2.2.1 a typographical error, and the correct reference is Section C.2.1.1?	The Section L.34.2.4 reference will be changed to "Section C.2.1.1, Organization of Network Services."
657	Both	L.34.2.4	Section L.34.2.4 contains a reference to Section J.3 "Pricing Model." However, Section J.3 is actually entitled "RESERVED" while "Pricing and Traffic Model" is actually located at Section J.7. Is the reference to Section J.3 a typographical error, and the correct reference is to Section J.7?	The reference in Section L.34.2.4 will be changed to "Section J.7, Pricing and Traffic Model."
658	Both	L.34.3.2	This section requires the offeror to submit references capable of documenting performance on similar contracts in the Past Performance Volume. Additionally, Section L.34.4.4 (b) (Offeror's Responsibility) requires the offeror to include a demonstration of prior satisfactory performance in the Business Proposal. Is GSA requesting the same information in both sections?	No, the information is not the same, although they are related. The information required in L.34.3.2 requires the offeror to provide client references capable of documenting the offeror's performance on similar contracts, as required by FAR 15.305(a)(2). The information required in L.34.4.4 is necessary in order for the CO to make a determination that the prospective contractor is responsible in accordance with FAR 9.1.
659	Enterprise	L.34.3.2 and L.35.3.2	L.34.3.2 and L.35.3.2 Past Performance Client References (d) item (6). The offeror assumes this is the Client's Program Manager and not the Offerors. Please clarify.	Correct. The information in Sections L.34.3.2 and L.35.3.2 applies to the client's Program Manager.
660	Both	L.34.3.3	Section L.34.3.3 contains a reference to Section L.34.3.1 "Past Performance Client References." However, Section L.34.3.1 is actually entitled "Executive Summary," while "Past Performance Client References" is actually located at Section L.34.3.2. Is the reference to Section L.34.3.1 a typographical error, and the correct reference is Section L.34.3.2?	Yes. The correct reference is L.34.3.2. The change will be made in an upcoming amendment.
661	Both	L.34.5.3	Section L.34.5.3, Item (b) contains a reference to Section B.1.3, "Instructions for Pricing." However, Section B.1.3 is actually entitled "Pricing Structures," while "Instructions for Pricing" is actually located at Section B.1.4. Is the reference to Section B.1.3 a typographical error, and the correct reference is Section B.1.4?	Yes. The correct reference is B.1.4. This change will be made in an upcoming amendment.
662	Universal	M	Section M of the RFP provides the following evaluation criteria based on the Transition Requirements listed in Section C. 4. Section L also lists several requirements that are not listed in Section C.4. Would the Government be agreeable to clarify the proposal to either edit section M to include these section L requirements or categorize them into the elements mention in Section M and Section C.4?	As Section L.34.2.4 indicates, the offeror shall structure the proposal around four areas that are the subfactors listed in Section M, which makes these two sections completely consistent. Any other information required by Section L is detail or clarification that should be included within that structure. The offeror's ability to comply with the requirements of Section C.4 shall be either described within that same structure or conveyed within the compliance matrices, or both as appropriate.

### **Questions and Answers for the Network Universal and Enterprise RFPs**

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
663	Universal	M.3.4	Please clarify. It states that program management will be evaluated with respect to five (5) subfactors. However, only four (4) are listed. Please clarify if there are five subfactors or four. If there are five, please identify the fifth subfactor.	Universal RFP paragraph M.3.4 was in error. Amendment 0001 to the RFP corrected this paragraph and specifies five subfactors. This missing subfactor was "Management." Amendment 0001 was posted to <a href="http://www.fedbizopps.gov">http://www.fedbizopps.gov</a> on 06/22/05 and posted to the FTS Networkx homepage at <a href="http://www.gsa.gov/networkx">http://www.gsa.gov/networkx</a> .
664	Enterprise	M.5.1.1	Please delete the reference to using Networkx Universal prices as the basis for price realism in the Enterprise Contract. Universal will have a different mix of services, larger Government minimum revenue guarantees which should allow for economies of scale, larger discounts and a greater base against which to apply fixed costs. As such, it would be inappropriate to use Universal as a baseline and would, for pricing purposes, effectively treat these two separate, dissimilar procurement as one. In this regard, it would be improper for the Government to "view unfavorably" Enterprise prices that are higher than Universal prices and this statement should similarly be deleted.	The RFP accurately reflects the Government requirement. As such, the Government will not amend the RFP.
665	Enterprise	M.5.2	Based on GSA's stated principles for Networkx and repeated testimony to Congress, Enterprise was designed to encourage bidders who provided new technology in a limited geographic area – the Government's use of geographic coverage appears to be inconsistent with the stated principles for this procurement. Offerors should not be penalized for providing only the mandatory sites for Enterprise.	Offerors will not be penalized for providing only the mandatory sites for Enterprise. Rather, offerors will receive more favorable consideration in the price adjectival rating when offering more than the minimum requirements. The Government considers coverage beyond the minimum as highly desirable because it provides additional value to our customer agencies.
666	Enterprise	M.5.2.2	Please explain why this non-price factor is being evaluated by the Government as part of the Price Evaluation?	Access pricing is set at the serving wire center (SWC) level. Priced SWCs determine geographic coverage. This factor is an appropriate part of the price adjectival rating.
667	Universal	Traffic Model	In the event that Frame Features for the following CLINs 0047103, 0047104 and 0047105 are updated to be broken out by speed, please also update the Traffic Model to accommodate the per-speed price structure.	Any changes to CLIN structures will be reflected in the traffic model. However, the Government does not intend to change the referenced CLINs.
668	Both	Traffic Model	Will GSA please provide a Data Dictionary to contractors in order to ensure that all offerors have a common understanding of the NHC? For example, the definition of the "SCID Type ID" column.	On June 4, 2005, some reference tables were added to the NHC to make the terms more understandable. These can be accessed from the Reference tables, just like the traffic model. Additionally, SCID_TYPE_ID was removed from the Traffic table, as it was extra information and not required.
669	Both	Traffic Model	Will GSA provide contractor training for the Networkx Hosting Center, as well as provide an online help guide to facilitate offeror use of the NHC outside of Helpdesk Normal Business Hours?	The Government will not provide training for the NHC. Online documentation will be added to the NHC as it is developed to provide additional assistance to offerors.

### Questions and Answers for the Networx Universal and Enterprise RFPs

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
670	Both	Traffic Model	As of the documentation of this question, the Networx Hosting Center (NHC) is not fully operational. It is missing the "Pricing" module and the "Report" module. Will GSA extend the questions' due date for the Networx Hosting Center Traffic Model, Pricing, and Report, as well as allow offerors the opportunity to ask RFP-related questions triggered by analysis of the NHC content? The Help Desk service has been very customer-focused and responsive. The analysis of the Hosting Center and its data reveals issues that cannot simply be solved by the Help Desk.	The NHC is now fully operational, and Help Desk support shall be available throughout its operation.
671	Enterprise	Section C	In reference to page C-6 of the Enterprise RFP, if an Offeror anticipates responding to one of the six Service Categories/Types, but wants to add additional services that may be considered a mandatory/optional service within another Category/Type, can the Offeror supplement it to its original Service Category as an additional service?	Figure C.2-1a identifies the mandatory and optional services for Networx Enterprise (IP-Based). Figure C.2-1b provides the mandatory and optional services for Networx Enterprise (Wireless). The Government requires an offeror to propose either the set of services identified as mandatory in Figure C.2-1a or the service identified as mandatory in Figure C.2-1b, along with as many services as it chooses that are identified in the chosen table as optional. For example, if an offeror elects to propose on the basis of Figure C.2-1b, Networx Enterprise (Wireless), that offeror shall propose Cellular/PCS, the mandatory service for that acquisition. The offeror may also propose any one or more of the services listed as optional in that Figure, but is under no obligation to do so. This principle also applies if the offeror chooses to propose on the basis of Figure C.2-1a, Networx Enterprise (IP-Based). Offerors may obtain further technical instructions from Networx Enterprise Sections L.34.1 and L.35.1.
672	Both	All	A Proposal is composed of five Volumes (Technical, Management, Past Performance, Business and Price) and Appendices. But, what is the desired structure of a Past Performance Volume?	<p>Listed below is a logical checklist of the required contents of a Past Performance Volume. The list of logical components is provided as a checklist, not as a required volume outline, and applies to both Networx Universal and Networx Enterprise. The Past Performance Volume will have the following general components (lower level details may vary with Universal, Enterprise–IP or Enterprise–Wireless submissions) as defined in L.34/L.35. Table structure and format are contained in Section J.9.</p> <p>Past Performance Volume Checklist:</p> <ol style="list-style-type: none"> <li>1. Executive Summary</li> <li>2. Table of Contents, List of Figures, and List of Tables</li> <li>3. Compliance with RFP Requirements <ol style="list-style-type: none"> <li>a. Completed Past Performance Volume Conformance to Instructions Table</li> </ol> </li> <li>4. Past Performance Client References</li> <li>5. Past Performance Transition References</li> <li>6. References' Contacts</li> <li>7. Corporate Resources to be Utilized</li> <li>8. Exceptions/Deviations to any Past Performance RFP Requirements <ol style="list-style-type: none"> <li>a. Past Performance Conformance Exception/Deviation Rational</li> </ol> </li> </ol>

***Questions and Answers for the Networx Universal and Enterprise RFPs***

#	Acquisition	RFP Section	Redacted Question	Redacted Answer
673	Both	All	A Proposal is composed of five Volumes (Technical, Management, Past Performance, Business and Price) and Appendices. But, what is the desired structure of a Business Volume?	Reference Section L.34.4 for the structure of the Business Volume.